

Arranging for  
Services in an  
Online Marketplace

FIG. 1A

Customer goes to  
Host web site for  
primary transaction

~102

Customer selects link  
to access online marketplace

~104

Customer selects a service  
from a list of services

~106

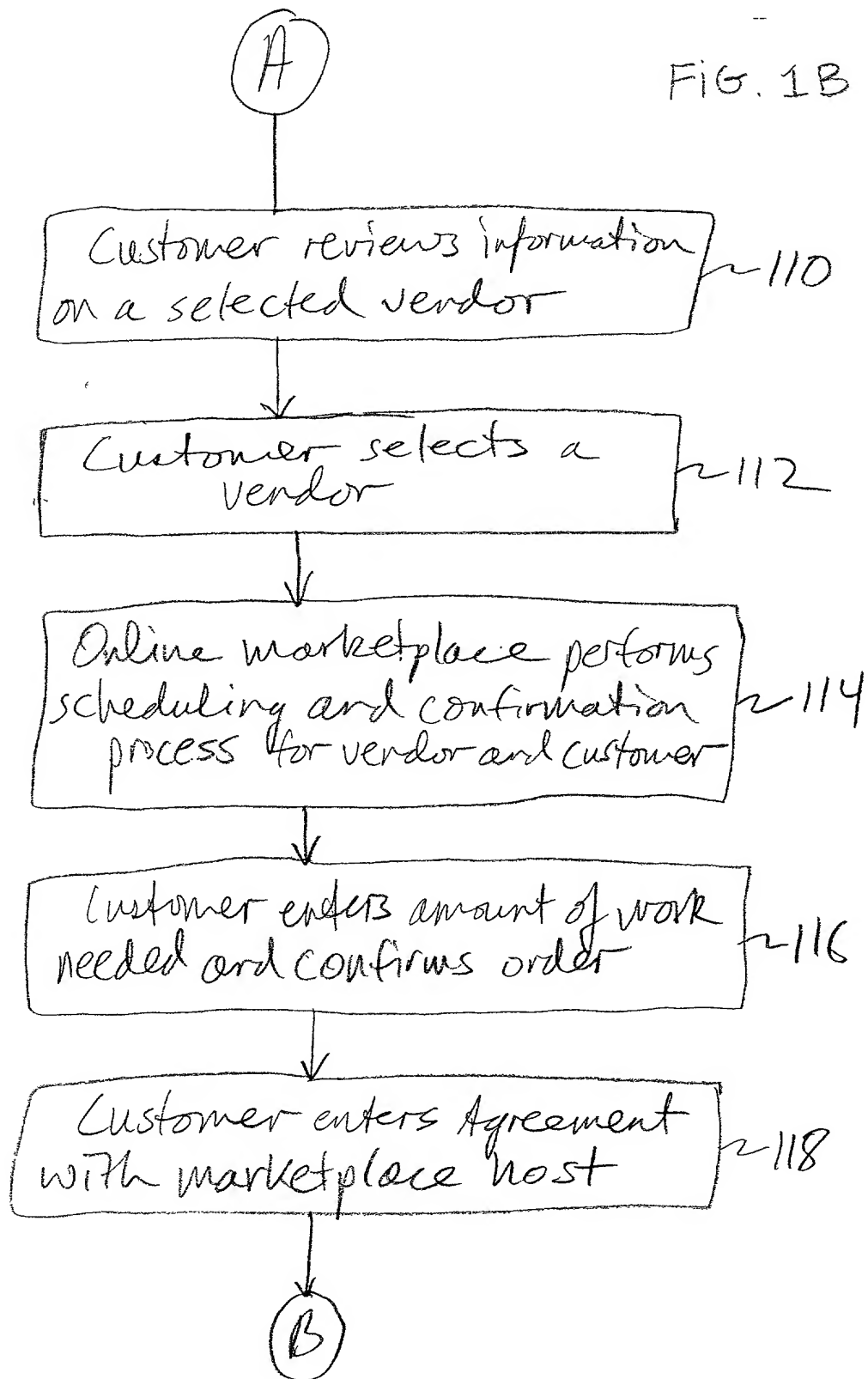
Customer selects vendor  
for the selected service

~108

A

10083726-101501

10033726.101901



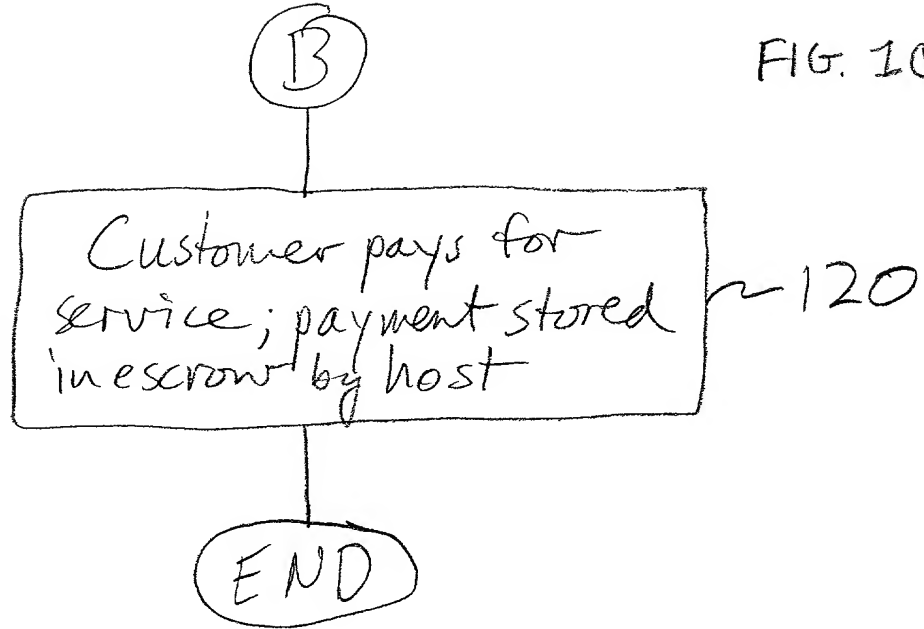


FIG. 2A

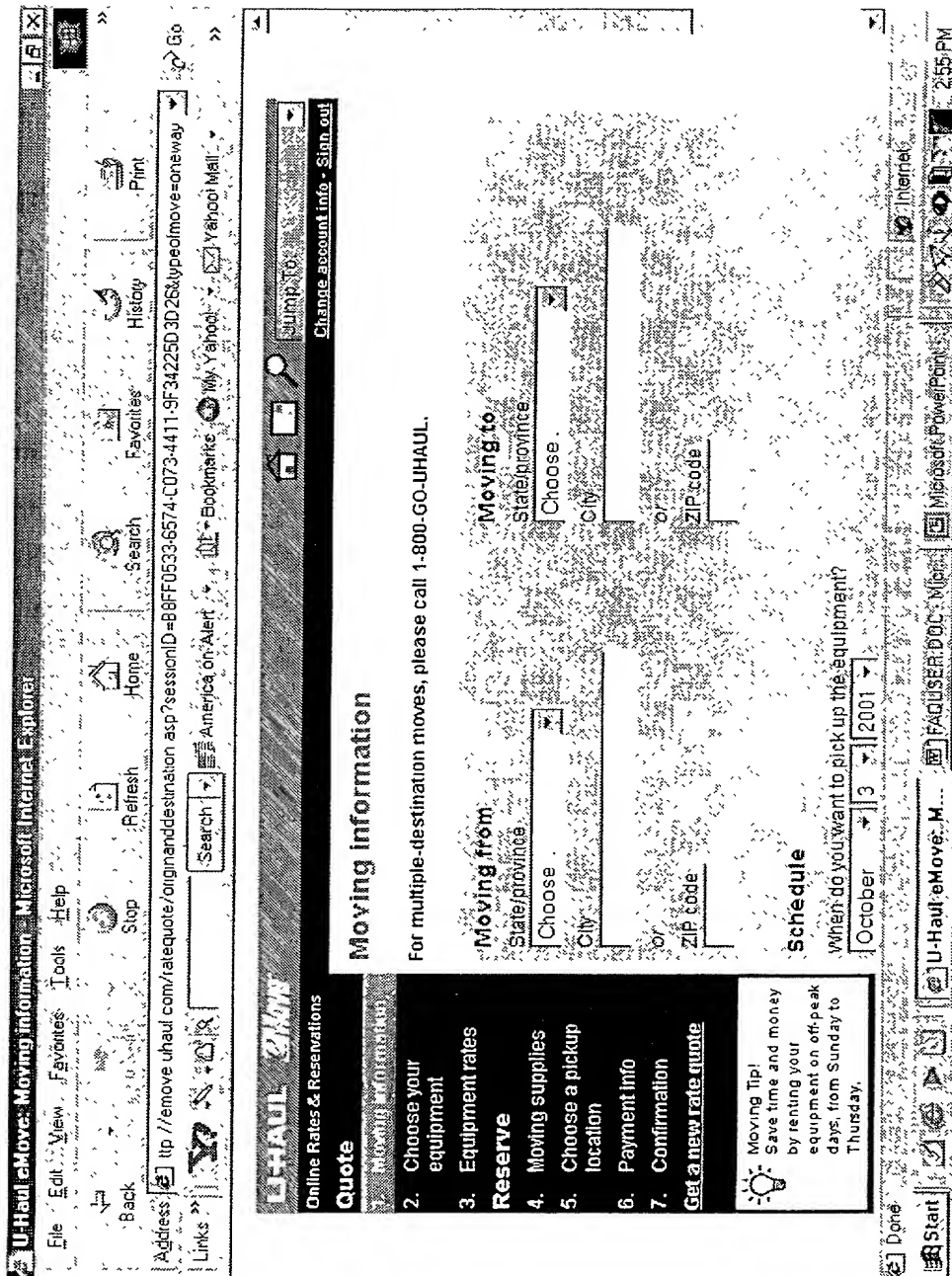


FIG. 2B

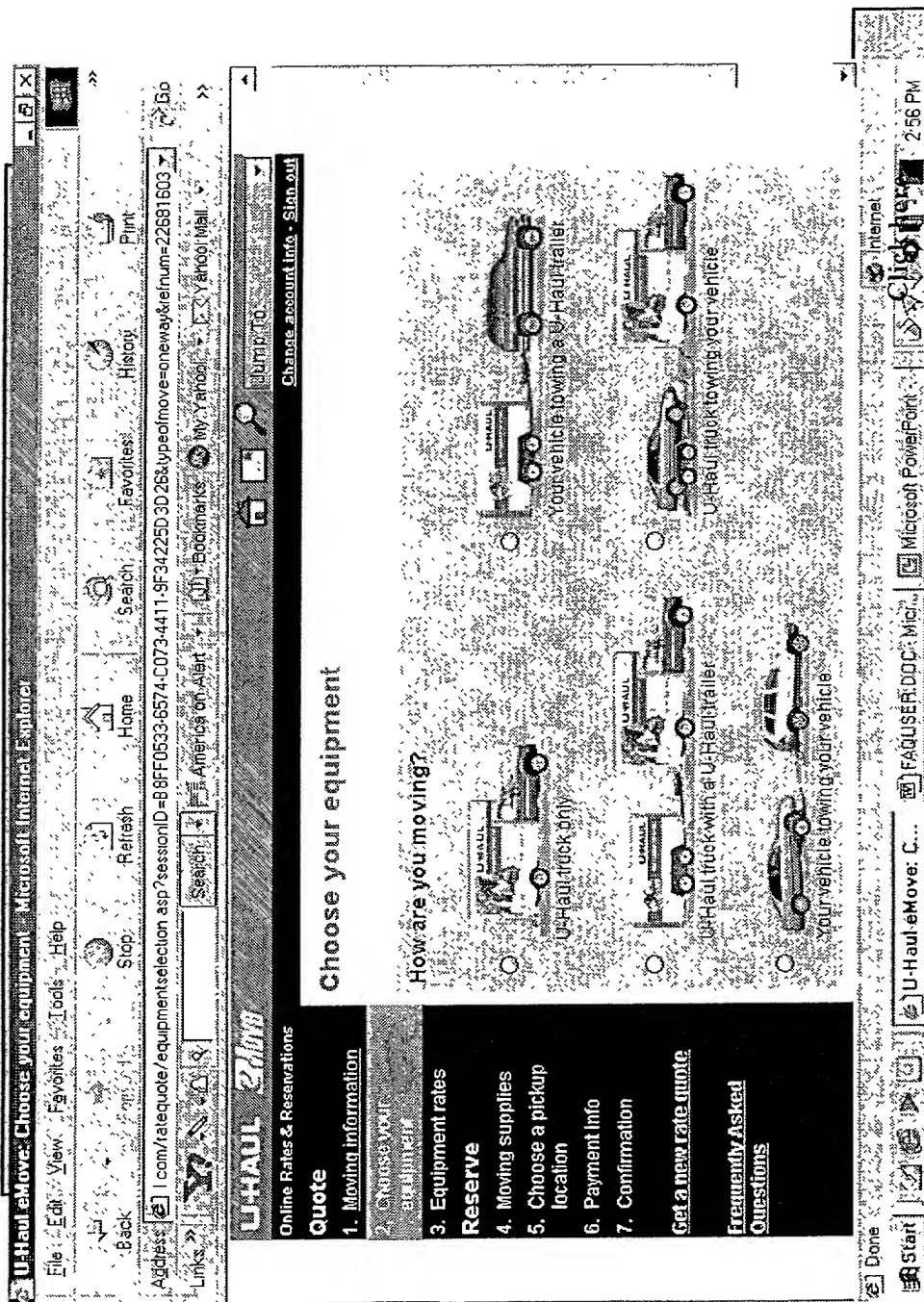


FIG. 2C

U-Haul eMove: Equipment Rates - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Print

Address: equote/alequote.asp?sessionID=B8FF0533-6574-C073-4411-9F34225D3D26&typedmove=one-way&refnum=22681603&equipmode=truck

Links: Search America on Alert Bookmarks Yahoo! Yahoo! Mail

Go

4. Choose your equipment

equipment rates

Reserve

4. Moving supplies

5. Choose a pickup location

6. Payment info

7. Confirmation

Get a new rate quote

Where is the rest of the equipment?

The pickup truck and the cargo van are only available for local moves. Some trucks and trailers are not available in Canada. For more info please call 1-800-60-UHAUL.

Frequently Asked Questions

Start

U-Haul eMove: E...

Microsoft PowerPoint

Internet

2:57 PM

Reference #22681603  
 Moving date 10/03/2001  
 This quote includes 3 days of use and 507 miles free. Damage waiver protection can be added at the time of pickup.

**Choose your truck:**

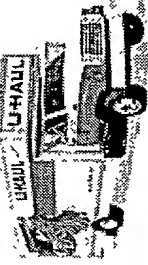
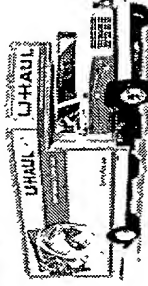
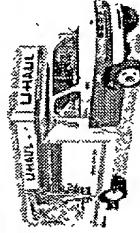
	<b>26' truck</b> 4+ bedrooms Capacity: 1538 cu. ft. Inside dimensions: 22'3" x 7'7" x 8'5" (LxWxH) <a href="#">more info</a>	\$175.00
	<b>24' truck</b> 3-4 bedrooms Capacity: 1401 cu. ft. Inside dimensions: 20'10" x 7'6" x 8'1" (LxWxH) <a href="#">more info</a>	\$153.00
	<b>17' truck</b> 2-3 bedrooms Capacity: 849 cu. ft. Inside dimensions: 14'1" x 7'7" x 7'2" (LxWxH) <a href="#">more info</a>	

FIG. 2D

U-Haul eMove: Moving supplies

Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Print

Address: http://sp2sessionID=B8F0533-6574-C073-4411-9F3422D3D26&typeofmove=oneway&refnum=22861603&equipmode=tuck&selectedtruck=JH

Go

Links

Search

Antispy

Bookmarks

My Yahoo!

Yahoo! Mail

U-Haul eMove: Moving supplies

U-Haul eMove: M...

FAUSER Doc M...

Microsoft PowerP...

Internet

2:57 PM

Quote

1. Moving information

2. Choose your equipment

3. Equipment rates

Reserve

4. Moving supplies

5. Choose a pickup location

6. Payment info

7. Confirmation

Get a new rate quote

Moving Tip!

Based on your equipment choice and our moving experience, we have recommended moving supplies to make your move easier!

Moving supplies

We suggest these tools to help make your move easier:

Utility Dolly

Your best choice for moving stoves, dryers, boxes, and dressers

Find out more

Quantity: 0 @ \$7.00

Appliance Dolly

Tall enough to provide the leverage needed to easily move refrigerators, freezers, and washers

Find out more

Quantity: 1 @ \$10.00

Furniture Pads

Protection that pays for itself

Find out more

Quantity: 5 dozen @ \$10.00/dozen

Furniture Dolly

Perfect for moving large dressers, wall units, pianos, organs, freezers, and more

Find out more

Quantity: 0 @ \$10.00

Continue

FIG. 2E

U-Haul eMove: You have a confirmed reservation - Microsoft Internet Explorer

Links: Welcome, Home, Search, Favorites, History, Mail, Print, Edit, Discuss

File Edit View F

Back

Address: https://move.uhaul.com/reserve/summary.asp?sessionID=68FF0533-6574-C073-4411-9F3422503D26&refnum=21972429

## After CONFIRMED eMOVE reservations

**U-HAUL eMove**

Online Rates & Reservations

**Quote**

1. Moving Information
2. Choose your equipment
3. Equipment rates

**Reserve**

4. Moving supplies
5. Choose a pickup location
6. Payment info
7. Confirmation

Get a new rate quote

Review your rate quotes

**Reservations**

Frequently Asked Questions

☒ **Quick Survey**  
Take a few seconds to help us make your moving experience easier!

Moving tip:  
U-Haul or with a cop

Done

Print this page as a record of your reservation.

Your credit card has been charged the rental deposit of \$80.00.

- The balance for your rental is due at the time you pick up your equipment
- If you intend to pay the balance of your rental with a credit card, please bring your card in at the time you pick up your equipment

Reference #21972429

**Moving Information**

From LOS ANGELES, CA to PHOENIX EAST, AZ

Pickup date 07/17/2001

**Preferred location:**  
U-HAUL CENTER DOWNTOWN  
1836 S ARAPAHOE ST  
(213) 746-5910

Trucks include 3 days of use and 488 miles free. Towing items include 3 days of use and unlimited mileage. Damage waiver protection can be added at the time of pickup

**Equipment**

10' truck (includes 3 days of use and 488 miles free, additional miles \$ .40)	\$353.00
1 utility dollies	\$7.00
1 dozen furniture pads	\$10.00
<b>Balance due at pickup (not including tax)</b>	<b>\$370.00</b>

**NEED HELP LOADING & UNLOADING? Click here**

202



FIG. 3A

**2 Move** make your move on eMove

Step 1: Pick location & types of help you will need

You have booked your U-Haul equipment to

Move From	To
Los Angeles, CA	Phoenix, AZ

Your Pickup date is: August 8, 2001

Your approximate arrival date is: August 10, 2001

302

Check help you need in "City 1"?

306

<input type="checkbox"/> Loading/Unloading	<input type="checkbox"/> Loading/Unloading
<input type="checkbox"/> Packing/Unpacking	<input type="checkbox"/> Packing/Unpacking
<input type="checkbox"/> Carpet Cleaning	<input type="checkbox"/> Carpet Cleaning
<input type="checkbox"/> House Cleaning	<input type="checkbox"/> House Cleaning
<input type="checkbox"/> Yard Work	<input type="checkbox"/> Yard Work
<input type="checkbox"/> Painting	<input type="checkbox"/> Painting
<input type="checkbox"/> Assembly/disassembly	<input type="checkbox"/> Assembly/disassembly
<input type="checkbox"/> Other (please specify)	<input type="checkbox"/> Other (please specify)

304

FIG. 3B



Step 2: Review Moving Helpers in each city

<b>Scheduled Pickup Time:</b> Aug 8, 2001; 8:00 AM U-Haul Beverly Hills 2621, E. Indian School Beverly Hills, CA- 90210  <b>Scheduled Drop Off:</b> U-Haul Hayden Road Scottsdale Road Phoenix, AZ-85281  <b>Size of Truck:</b> 14' Footer <b>Towing:</b> None	<b>Moving Helpers in</b> <b>Los Angeles, CA</b> 308	<b>Moving Helpers in</b> <b>Phoenix, AZ</b>
	<b>1. John's Labor</b> ✓ iD <b>Review</b> ✓ Load/Unload ✓ Pack/Unpack ✓ Carpets <b>2. Sam's Moving Help</b> ** ✓ iD <b>Review</b> ✓ Yard Cleanup ✓ Housecleaning ✓ Carpets <b>3. Starving Srini</b> ✓ iD ** ✓ iD <b>Review</b> ✓ Load/Unload ✓ Pack/Unpack ✓ Carpets ✓ Yard Cleanup ✓ Housecleaning ✓ Assembly	<b>1. JT Labor Express</b> ✓ iD <b>Review</b> ✓ Load/Unload ✓ Pack/Unpack ✓ Carpets <b>2. Don's Moving Help</b> ✓ iD ** ✓ iD <b>Review</b> ✓ Yard Cleanup ✓ Housecleaning ✓ Carpets <b>3. Starving Vaughn</b> ✓ iD ** ✓ iD <b>Review</b> ✓ Load/Unload ✓ Pack/Unpack ✓ Carpets ✓ Yard Cleanup ✓ Housecleaning ✓ Assembly

✓ iD - What does this mean?

✓ iD means that the person has been verified for their identity. We want to ensure that our customers have access to safe & reliable helpers. And that is why we require all our moving helpers to verify their iD. Click more for details

FIG. 3C

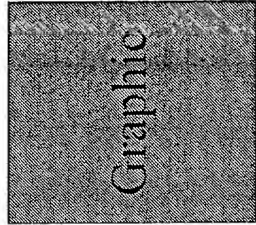
**Make** make your move on eMove

Step 3: Review each moving help partner Stats for last 6 months

Userid: John  
# of yrs on eMove: 2 ~ 312  
Feedback Rating: 310 \*\*\*\*  
Feedback Reviews: 314 See details!

Service Profile

316 {  
# of Moves made: 25  
Hourly Rate: \$ 15  
Policy: See detailed Policy  
Availability: Tue - Sun/ 9:00 am - 9:00 pm;  
Not available on Mondays



318 {  
Hello, I am John - a student at the Phoenix Community College. I have helped customers move before and enjoy meeting new people. I am a member of the Phoenix Urban League & participate in Youth Soccer. I do everything from packing & loading to yard work & appliance assembly. Read my reviews to learn more about me

Select John's Labor ~ 320

FIG-3D



make your move on eMove

Step 4: Schedule & Confirmation Process

Scheduled Pickup

Time:

Aug 8, 2001; 8:00 AM

U-Haul Beverly Hills  
2621, E. Indian School  
Beverly Hills, CA  
90210

Scheduled Drop Off:

U-Haul Hayden Road  
Scottsdale Road  
Phoenix, AZ-85281

Size of Truck:

14 Footer

Towing: None

Cancellation Policy: See [Cancellation Policy](#)

Schedule:

Wednesday, August 8, 2001	8:00
	9:00
	10:00
	11:00
	12:00
	1:00
	2:00
	3:00
	4:00
	5:00
	6:00

Time Estimator:

Based on our estimates of moving times, we estimate you will need about **8 hours** to accomplish what you've outlined in your request.

Click here to find out more about moving help estimator tools..

You indicated that you need the following help:

7 Loading & Unloading 7 Carpet Cleaning

Please tell us how many hours of labor you wish to purchase? \_\_\_\_\_ hrs

How many "moving help partners" you will need? \_\_\_\_\_

CONFIRM

~322

324

~326

FIG. 4

**U-Haul** make your move on eMove

Step 5: Payment Screen

<b>Scheduled Pickup</b>	
<b>Time:</b>	Aug 8, 2001, 8:00 AM
U-Haul Beverly Hills 2621, E. Indian School Beverly Hills, CA 90210	
<b>Scheduled Drop Off</b>	
U-Haul Hayden Road Scottsdale Road Phoenix, AZ-85281	
<b>Size of Truck:</b>	14 Footer
<b>Towing:</b>	None

Thank you for choosing John's Labor. Please verify all information

Number of Hours Purchased: 8

Type of Moving Help Requested:

✓ Loading & Unloading ✓ Carpet Cleaning

**Total Estimated Cost:** \$ 120 7-328

Please enter your Credit Card Information & Expiration Date

Please enter a mobile/pager you can be reached at: \_\_\_\_\_ ?

Here is your confirmation number: S V 8 3 4 T R 7-330

*Keep this confirmation code very carefully. Giving this number over to the vendor will allow the vendor to be able to charge your credit card for the above amount. Please note that these funds will be held in escrow until the services are rendered satisfactorily. Any questions, send email to [customerservice@uhaul.com](mailto:customerservice@uhaul.com)*

Please do visit us back and fill out the customer review section. IT is very important that you review your moving help partner. Your feedback allows us to establish a quality service for your moving customers.

[Click here to Complete Purchase](#)

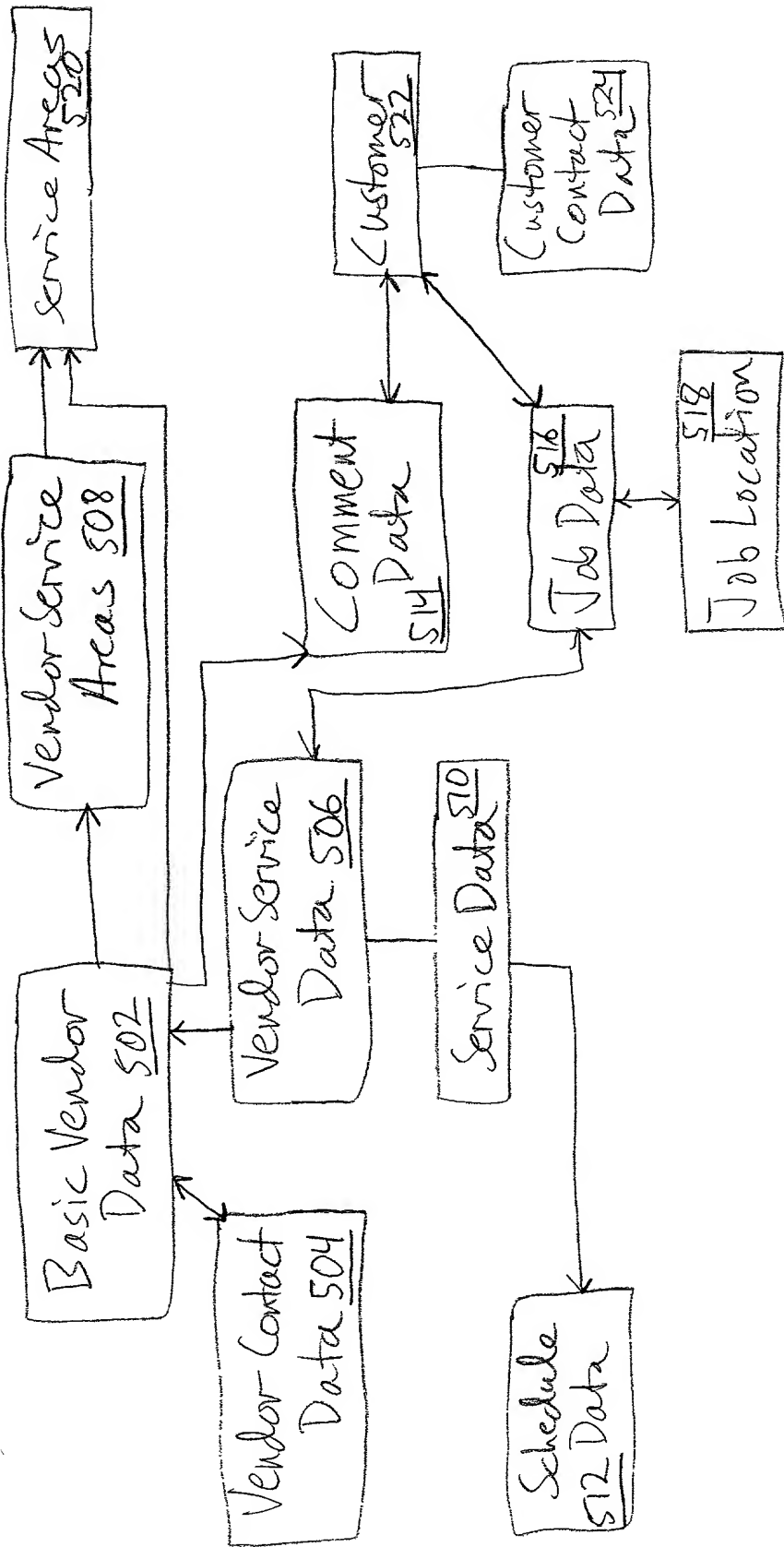


FIG. 5

FIG. 6

# Online Marketplace Application

